HP Multifunction Finisher, Color LaserJet 9500, 9500mfp, LaserJet 9000, 9000mfp, 9040mfp, and 9050mfp Series Printers - How to Resolve 66.12.36 Errors

Introduction

HP has identified a primary reason for 66.12.36 errors caused by the HP Multifunction Finisher (MFF). This error can be caused during shipping, if the Finisher is not properly re-packaged or moved in a proper manner. In this situation, the 66.12.36 error is caused by the face down bin being bent, causing the paper-level sensor flag to not contact the paper-surface sensor.

How to troubleshoot the issue

Perform the following troubleshooting in the order listed.

1. Make sure that the stacker bin presses the paper-level sensor flag and activates the paper-surface sensor (P19), see the figure below.

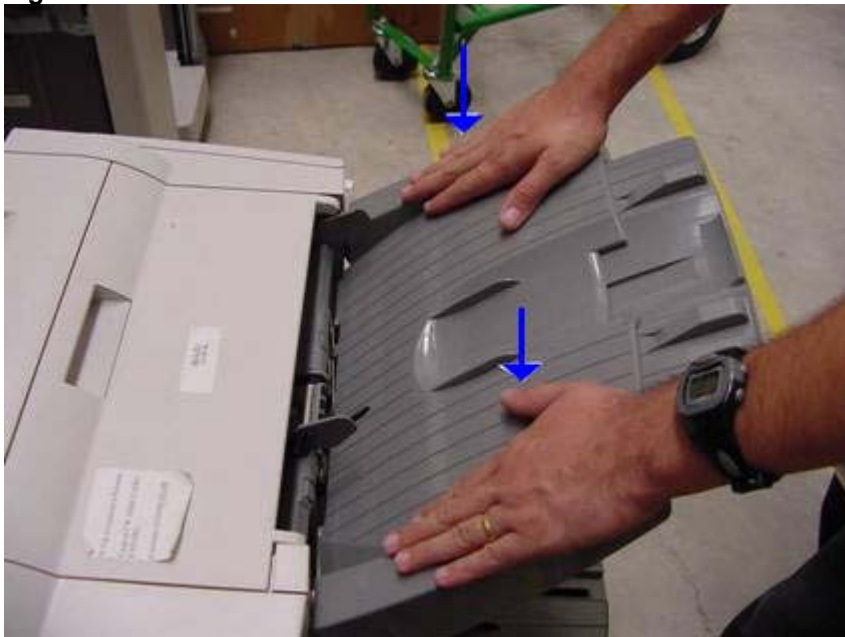**Figure 1: Correct position**

2. If it does not, then check the stacker bin to make sure that it is not bent in the upward position, see the figure below.

Figure 2: Incorrect position

3. If it is bent upward, press down on the bin to put the stacker bin back in its correct position, see the figure below.

Figure 3: Press down on Bin

4. If this action does not resolve the 66.12.36 error, please see the HP LaserJet Multifunction Finisher service manual for additional troubleshooting steps or call HP Support for further assistance.